

## **DWD Issuance 06-2009 Attachment 1, Section 1**

### **CAP Priority of Services**

#### **Description**

Single-parent and two-parent household Temporary Assistance (TA) applicants and recipients are referred from the Family Support Division (FSD) to the Career Assistance Program (CAP) service providers for employment and training services. Single-parent households are included in the federal work participation rate and Missouri is required to have nearly 50% of those single-parent households in federally defined work activities for all of the required hours for the month. Since 90% of two-parent households are required to be in work activities for all of the required hours for the month, FSD has made the decision to pay two-parent families with state funding which takes them out of the federal work participation rate. This "Priority of Services" policy outlines serving single-parent TA recipient households first in order to maximize staff capacity and potentially increase the federal work participation rate.

All TA applicant households must be served since Immediate Engagement (IE) is a requirement to receive TA benefits. However, only one-parent of the two-parent household must complete IE for the household to be approved for benefits.

CAP services are to be provided to TA recipients referred from FSD in the following order of priority as time allows:

1. Single-parent mandatory and voluntary households
2. Sanctioned, single-parent households
3. Two-parent mandatory and voluntary households
4. Sanctioned two-parent households

This "Priority of Service" does not mean if a two-parent household comes to the office, he/she should not be served; it only means that when sending call-in letters, conciliation/sanction letters, and reengagement letters; and making additional case management and reengagement contacts, etc. this should be done with single-parent households first.

#### **Priority Steps in Sending Information and Attempting Contact for TA Recipients**

1. Complete necessary steps of conciliation/sanction process (as applicable) for single-parent mandatory and \*voluntary households.
2. Send call-in letters to single-parent households.
3. Send re-engagement letters to single-parent households.
4. Attempt additional contacts with sanctioned single-parent household recipients.

5. Complete necessary steps of conciliation/sanction process (as applicable) for two-parent mandatory and \*voluntary households.
6. Send call-in letters to two-parent households.
7. Send re-engagement letters to two-parent households.
8. Attempt additional contacts with sanctioned two-parent household recipients.

### **Examples on How to Use the Priority Steps for TA Recipients**

- A two-parent household arrives at the office for services; he/she must be served.
- A single-parent household arrives at the office for services; he/she must be served.
- A parent in a two-parent household misses a job readiness class; he/she should not be started in the Conciliation/Sanction process until steps #1 through #4 from above have been completed.
- A parent in a single-parent household is on the call-in list, he/she should not be sent a call-in letter until step #1 is complete.
- A single-parent does not return required documentation; the Conciliation/Sanction process must be started.
- A parent in a two-parent household does not return required documentation; he/she should not be started in the Conciliation/Sanction process until steps #1 through #4 have been completed.
- A parent in a two-parent household needs to be sent a call-in letter, he/she should not be sent a call-in letter until steps #1 through #5 have been completed.
- A reengagement letter needs to be sent to a single-parent household, he/she should not be sent the re-engagement letter until steps #1 and #2 have been completed.

There may be other situations where “priority of service” will be applicable, such as day-to-day case management activities. In these instances, use your best judgment to determine the activity that best meets the intent of the “priority of service” effort. However, always work with the individual(s) who is present in your office first, and then prioritize all other tasks per the priority order on page 1 of this policy. When staff time is limited, those recipients who are actively participating and counting in the federal work participation rate are always the highest priority.

\*As a reminder, voluntary recipients cannot be sanctioned. Please see “Conciliation/Sanction” policy.